



TORO Analysis of First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand to Postmasters and Mail Superintendents

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	53-1021.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Postmasters and Mail Superintendents	11-9131.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:



90

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	95	Level	87	Level	87

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
No Critical Gaps Recorded!				Active Listening	75	17	84	Public Safety and Security	58	12	71
				Reading Comprehension	69	15	85	Customer and Personal Service	69	8	77
				Writing	63	17	73	English Language	58	5	75
				Negotiation	65	16	71	Production and Processing	64	5	72
				Coordination	71	13	75	Administration and Management	59	1	80
				Speaking	67	9	80				
				Active Learning	63	10	69				
				Learning Strategies	63	9	69				
				Critical Thinking	69	3	71				

LEVEL and IMPT (IMPORTANCE) refer to the Target Postmasters and Mail Superintendents. GAP refers to level difference between First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand and Postmasters and Mail Superintendents.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Postmasters and Mail Superintendents	Importance



Oral Comprehension	55	51	72
Oral Expression	55	53	72
Problem Sensitivity	51	44	72
Written Comprehension	51	51	68
Inductive Reasoning	46	41	68
Information Ordering	53	46	68
Deductive Reasoning	50	46	65
Speech Recognition	46	46	65
Speech Clarity	48	44	65
Category Flexibility	46	44	62
Near Vision	48	48	62
Written Expression	55	50	59
Fluency of Ideas	44	37	50
Originality	44	41	50
Selective Attention	44	37	50

Skill Level Comparison - Abilities with importance scores over 69

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Postmasters and Mail Superintendents	Importance
Reading Comprehension	54	69	85
Active Listening	58	75	84
Time Management	69	65	82
Speaking	58	67	80
Monitoring	75	73	78
Coordination	58	71	75
Instructing	65	61	75
Writing	46	63	73
Critical Thinking	66	69	71
Negotiation	49	65	71
Judgment and Decision Making	62	59	70
Active Learning	53	63	69
Learning Strategies	54	63	69

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Postmasters and Mail Superintendents	Importance
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Administration and Management	58	59	80
Customer and Personal Service	61	69	77
English Language	53	58	75
Production and Processing	59	64	72
Public Safety and Security	46	58	71

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Postmasters and Mail Superintendents	Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Postmasters and Mail Superintendents
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	5%	0%	Post-Masters Cert	0%	0%
4-6 years	15%	13%	Master's Degree	8%	4%
2-4 years	42%	14%	Post-Bachelor Cert	0%	0%
1-2 years	7%	24%	Bachelors	31%	2%
6-12 months	5%	36%	AA or Equiv	5%	18%
3-6 months	1%	2%	Some College	2%	8%
1-3 months	3%	0%	Post-Secondary Certificate	4%	2%
0-1 month	0%	0%	High School Diploma or GED	47%	57%
None	17%	7%	No HSD or GED	0%	5%

First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Postmasters and Mail Superintendents

Most Common Educational/Training Requirement:

Work experience in a related occupation

Work experience in a related occupation

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed
 Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.
 Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.
 Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

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Tasks

First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Postmasters and Mail Superintendents

Core Tasks

Core Tasks

Generalized Work Activities



Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Assess training needs of staff; then arrange for or provide appropriate instruction.
- Check specifications of materials loaded or unloaded against information contained in work orders.
- Collaborate with workers and managers to solve work-related problems.
- Conduct staff meetings to relay general information or to address specific topics such as safety.
- Counsel employees in work-related activities, personal growth, and career development.
- Estimate material, time, and staffing requirements for a given project, based on work orders, job specifications, and experience.
- Evaluate employee performance, and prepare performance appraisals.
- Examine freight to determine loading sequences.
- Inform designated employees or departments of items loaded, and problems encountered.
- Inspect equipment for wear and for conformance to specifications.
- Inspect job sites to determine the extent

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Specific Tasks

Occupation Specific Tasks:

- Collect rents for post office boxes.
- Confer with suppliers to obtain bids for proposed purchases and to requisition supplies; disburse funds according to federal regulations.
- Direct and coordinate operational, management, and supportive services of one or a number of postal facilities.
- Hire and train employees, and evaluate their performance.
- Inform the public of available services, and of postal laws and regulations.
- Issue and cash money orders.
- Negotiate labor disputes.
- Organize and supervise activities such as the processing of incoming and outgoing mail.
- Prepare and submit detailed and summary reports of post office activities to designated supervisors.
- Prepare employee work schedules.
- Resolve customer complaints.
- Select and train postmasters and managers of associate postal units.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- assist public in complying with Postal Service regulations
- conduct or attend staff meetings
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- evaluate performance of employees or



of maintenance or repairs needed.

- Inventory supplies, and requisition or purchase additional items as necessary.
- Participate in the hiring process by reviewing credentials, conducting interviews, and/or making hiring decisions or recommendations.
- Perform the same work duties as those whom they supervise, and/or perform more difficult or skilled tasks or assist in their performance.
- Plan work schedules and assign duties to maintain adequate staffing levels, to ensure that activities are performed effectively, and to respond to fluctuating workloads.
- Prepare and maintain work records and reports that include information such as employee time and wages, daily receipts, and inspection results.
- Provide assistance in balancing books, tracking, monitoring, and projecting a unit's budget needs, and in developing unit policies and procedures.
- Quote prices to customers.
- Recommend or initiate personnel actions such as promotions, transfers, and disciplinary measures.
- Resolve personnel problems, complaints, and formal grievances when possible, or refer them to higher-level supervisors for resolution.
- Review work throughout the work process and at completion, in order to ensure that it has been performed properly.
- Schedule times of shipment and modes of transportation for materials.
- Transmit and explain work orders to laborers.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- conduct or attend staff meetings
- conduct training for personnel
- demonstrate or explain assembly or use of equipment
- determine loaded cargo complies with regulations or specifications
- direct and coordinate activities of workers or staff
- establish employee performance standards
- inspect machinery or equipment to determine adjustments or repairs needed
- inspect material moving equipment
- inventory stock to ensure adequate supplies
- maintain file of job openings
- maintain inventory of office equipment or

contract personnel

- explain rules, policies or regulations
- hire, discharge, transfer, or promote workers
- mediate or arbitrate disputes
- negotiate business contracts
- organize meetings to address labor disputes
- orient new employees
- oversee execution of organizational or program policies
- prepare reports for management
- provide assistance to post office customers
- provide customer service in postal or mail service setting
- requisition stock, materials, supplies or equipment
- resolve customer or public complaints
- route freight shipments
- schedule employee work hours
- select applicants meeting qualifications

Technology - Examples



furniture

- maintain job descriptions
- maintain production or work records
- maintain records, reports, or files
- modify work procedures or processes to meet deadlines
- monitor worker performance
- orient new employees
- oversee work progress to verify safety or conformance to standards
- prepare or maintain employee records
- prepare reports
- read blueprints
- read technical drawings
- requisition stock, materials, supplies or equipment
- resolve customer or public complaints
- review schedules to obtain cargo loading information
- schedule activities, classes, or events
- schedule employee work hours
- understand second language
- understand technical operating, service or repair manuals
- use oral or written communication techniques
- verify cargo against shipping papers

Technology - Examples

Electronic mail software

- Microsoft Outlook

Enterprise resource planning ERP software

- Sage Accpac ERP

Human resources software

- Employee scheduling software

Inventory management software

- Inventory control software
- Warehouse management software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel

Time accounting software

- Time and attendance software

Word processing software

- Microsoft Word

Tools - Examples



- Barcode scanners
- Tape guns
- Desktop computers
- Dollies
- Forklifts
- Glue guns
- Claw hammers
- Handtrucks
- Power hoists
- Hydraulic jacks
- Hoisting hooks
- Personal computers
- Hand planes
- Power saws
- Hand saws
- Scaffolding
- Material-hoisting slings
- Utility knives
- Hydraulic winches
- Overhead cranes
- Banding machines

Labor Market Comparison

Description	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Postmasters and Mail Superintendents	Difference
Median Wage	\$ 34,540	\$ 55,200	\$ 20,660
10th Percentile Wage	\$ 20,140	\$ 39,710	\$ 19,570
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 43,730	\$ 62,540	\$ 18,810
90th Percentile Wage	\$ 52,080	\$ 73,340	\$ 21,260
Mean Wage	\$ 35,450	\$ 54,590	\$ 19,140
Total Employment - 2007	1,160	420	-740



Employment Base - 2006	1,153	416	-737
Projected Employment - 2016	1,278	396	-882
Projected Job Growth - 2006-2016	10.8 %	-4.8 %	-15.6 %
Projected Annual Openings - 2006-2016	37	10	-27

National Job Posting Trends

Trend for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Trend for Postmasters and Mail Superintendents



Data from [Indeed](http://Indeed.com)

Recommended Programs

Public Administration

Public Administration. A program that prepares individuals to serve as managers in the executive arm of local, state, and federal government; and that focuses on the systematic study of executive organization and management. Includes instruction in the roles, development, and principles of public administration; the management of public policy; executive-legislative relations; public budgetary processes and financial management; administrative law; public personnel management; professional ethics; and research methods.

Institution	Address	City	URL
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
University of Maine at Fort Kent	23 University Drive	Fort Kent	www.umfk.maine.edu
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/



University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
Business Administration and Management, General			
Business Administration and Management, General. A program that generally prepares individuals to plan, organize, direct, and control the functions and processes of a firm or organization. Includes instruction in management theory, human resources management and behavior, accounting and other quantitative methods, purchasing and logistics, organization and production, marketing, and business decision-making.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
University of Maine at Augusta	46 University Dr	Augusta	www.uma.maine.edu/
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Husson College	One College Circle	Bangor	www.husson.edu
Husson College	One College Circle	Bangor	www.husson.edu
Husson College	One College Circle	Bangor	www.husson.edu
Beal College	99 Farm Road	Bangor	bealcollege.edu
University of New England	11 Hills Beach Rd	Biddeford	WWW.UNE.EDU
Washington County Community College	One College Drive	Calais	www.wccc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
University of Maine		Orono	www.umaine.edu/
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
University of Southern Maine	96 Falmouth St	Portland	www.usm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
Southern Maine Community College	2 Fort Road	South Portland	www.smccME.edu
Southern Maine Community College	2 Fort Road	South Portland	www.smccME.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu
Thomas College	180 W River Rd	Waterville	www.thomas.edu
Thomas College	180 W River Rd	Waterville	www.thomas.edu



Thomas College	180 W River Rd	Waterville	www.thomas.edu
York County Community College	112 College Drive	Wells	www.yccc.edu

Maine Statewide Promotion Opportunities for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
53-1021.00	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	100	3	1,160	\$34,540.00	\$0.00	11%	37
11-3071.02	Storage and Distribution Managers	90	3	710	\$62,270.00	\$27,730.00	5%	25
11-9131.00	Postmasters and Mail Superintendents	90	3	420	\$55,200.00	\$20,660.00	-5%	10
43-5011.00	Cargo and Freight Agents	90	2	170	\$40,360.00	\$5,820.00	5%	5
43-5061.00	Production, Planning, and Expediting Clerks	87	2	1,320	\$38,490.00	\$3,950.00	-1%	35
11-3011.00	Administrative Services Managers	87	4	1,090	\$56,630.00	\$22,090.00	5%	34
13-1071.01	Employment Interviewers	87	3	610	\$41,200.00	\$6,660.00	10%	19
13-2071.00	Loan Counselors	87	4	60	\$35,110.00	\$570.00	-3%	1
11-3071.01	Transportation Managers	87	3	710	\$62,270.00	\$27,730.00	5%	25
43-5051.00	Postal Service Clerks	87	2	580	\$44,780.00	\$10,240.00	-3%	13
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$9,360.00	8%	23
41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	86	4	930	\$55,220.00	\$20,680.00	-1%	19
41-3031.02	Sales Agents, Financial Services	86	4	0	\$65,230.00	\$30,690.00	5%	33
11-3042.00	Training and Development Managers	86	4	140	\$66,670.00	\$32,130.00	7%	4
11-9051.00	Food Service Managers	86	3	1,150	\$43,490.00	\$8,950.00	2%	45

**Top Industries for Postmasters and Mail Superintendents**

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Postal service	491100	100.00%	25,870	25,653	-0.84%

Top Industries for First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Warehousing and storage	493100	9.37%	17,045	22,766	33.57%
Couriers	492100	6.22%	11,319	12,163	7.46%
Other automotive repair and maintenance	811190	5.49%	9,982	15,899	59.27%
General freight trucking	484100	3.87%	7,038	7,960	13.11%
Grocery and related product wholesalers	424400	3.60%	6,553	7,166	9.35%
Grocery stores	445100	2.17%	3,951	4,310	9.11%
Building material and supplies dealers	444100	2.08%	3,784	4,836	27.79%
Miscellaneous durable goods merchant wholesalers	423900	1.90%	3,466	3,979	14.80%
Miscellaneous nondurable goods merchant wholesalers	424900	1.59%	2,894	3,146	8.72%
Local government, excluding education and hospitals	939300	1.53%	2,782	3,125	12.34%
Lumber and other construction materials merchant wholesalers	423300	1.52%	2,771	3,183	14.86%
Specialized freight trucking	484200	1.51%	2,742	3,088	12.64%
Wholesale electronic markets and agents and brokers	425100	1.44%	2,628	2,983	13.48%
Plastics product manufacturing	326100	1.41%	2,567	2,721	6.00%
Employment services	561300	1.27%	2,316	2,931	26.56%